Maleny Community Centre: User Manual Verandah Room

April 2014

Table of Contents

Welcome 3
Key Contact & Emergency Numbers 4
Opening & Operating Procedures 5
Closing Procedures 6
Room Specifications 7
Equipment & Technical Manuals 8
Commercial Equipment 9
Health & Safety Matters 12
Emergency Procedures 13
Departing the Venue Checklist 15
Conditions of Hire Agreement 16
We Value Your Feedback 18

Welcome

The Maleny Community Centre (MCC) has community facilities and event equipment available to hire for external groups, clubs and individuals.

The Kiosk	**The Main Hall**
The Meeting Room	**Kitchen Facilities**
The Verandah Room	**Bicentenary Conference Room**

This procedure manual has been provided to you at the time of booking and contains the information that you as the hirer will require to competently, safely and confidently utilise the Verandah Room and equipment. It also provides you with important information for contact details during events and after hours as well as promoting smooth operations and increased health and safety precautions.

Hirers are responsible for any damage within the hired facility space. Failure to comply with the procedures can incur an additional fee and/or future hire refused, so please ensure you have read and understood what is required of you as the hirer.

Fees

- The hire fees will be set by the MCC Management Committee and periodically reviewed
- Community based, not-for-profit and/or fund raising hirers will be given a twenty percent discount off the commercial rate. The hirer will be charged normal rates until proof of not-for-profit incorporation is received.
- Regular use hirers providing community benefit will be given the twenty percent discounted rate, at MCC's discretion. ('Regular' use is hirers who have used the venue regularly for a period of twelve months or more).
- Any other variation to the stated hire fee being reduced or waived needs to be submitted in writing to the MCC executive and management committee.

Bookings

- Booking preference will be given to local community groups and not-for-profit hirers
- MCC reserves the right to refuse a booking if the purpose of use appears inappropriate or to be in conflict with the stated mission statement of MCC or if the hirer has abused the facility by leaving it damaged or repeatedly unclean
- Bookings for up to 6 months in advance can only be made by community groups
- Advanced bookings for up to 3 months in advance can only be made by commercial hirers.
- Regular and consistent use by commercial hirers is limited to one day per month unless previous arrangements have been made with the MCC Committee.
- Commercial and/or casual hirers are required to pay a booking fee of 25% of the hire fee within 14 days of confirmation of the booking. This booking fee confirms the booking and is non-refundable unless cancellation is made at least 8 weeks prior to the date booked.
- MCC reserves the right to impose a bond of $100.00 before occupancy for a commercial or casual hirer, with refund subject to inspection of the facility after hire is completed.

- In a case where the conditions of hire have not been met, MCC reserves the right to impose an additional amount to the hire fee to cover costs e.g. cleaning, key replacement etc
- Regular hirers may be requested at the time of annual booking to supply a $100.00 bond deposit to cover any losses, breakages, damage or exceptional cleaning required. If the deposit is drawn below $20, MCC will request the hirer reinstate the balance again. MCC will not deduct funds from this deposit without prior discussion with the hirer

Key Contact & Emergency Numbers

Maleny Community Centre
P.O. Box 596
23 Maple St
Maleny, Qld 4552

Phone: 07 5429 6043
Email admin@malenycc.org

Office Hours: Monday to Friday 9.30 am to 1.30 pm

Emergency Contact Person 1:

Name: Ann Koenig

Title: MCC Secretary

Mobile Number: 0407 138 182

Opening & Operating Procedures

Collection of Keys:

Keys for the Verandah Room can be collected between 9.30am – 4pm at the Maleny Visitors Information Centre, Shop 2, Maleny Community Centre, 23 Maple Street, Maleny - contact telephone (07) 5499 9033. The keys may be returned via a drop box attached to the door of the Box Office if the Information Centre is closed, but it is preferable that the hirer return them to the MVIC if possible.

When opening and operating the Verandah Room, the hirer must ensure:

- All entry doors are kept clear of obstruction
- all fans, air-conditioning and heater appliances are used in a safe manner
- only blue tack is used when putting up posters to avoid marking the wall surfaces.
- children under the age of eighteen are supervised at all times
- a person has been appointed to act as Fire Warden who will be familiar with safety and emergency procedures. The fire warden or organizer must ensure that easy access to all exits is maintained while using the facility and not obstructed by any equipment, furniture or people.

Closing Procedures

Prior to leaving the Verandah Room, the hirer must ensure that:

- floors have been swept or vacuumed and if necessary wash the kitchen floor – cleaning equipment is stored in a cupboard in the kitchen.
- chairs stacked and tables are in their original position – **please do NOT place chairs under the Honour Board.**
- all props, decorations and hirer equipment must be removed. Materials, equipment etc; left in the MCC facility after the hirer leaves will become the property of MCC and unless other arrangements have been made previously, will be disposed of if not claimed within 14 days
- all doors and windows must be securely locked
- all fans, air-conditioning, heaters and lights must be switched off (emergency exit lights remain on)
- the kitchen has been cleared including benches, kitchen sink, stove, microwave and fridge and all rubbish removed.
- The bins in the toilets have been emptied.
- large green and recycling garbage bins are located in the car park. Please place all garbage in these bins.

Key return:

The hirer must return the keys for the Verandah Room between 9.30am – 4pm to the Maleny Visitors Information Centre, Shop 2, Maleny Community Centre, 23 Maple Street, Maleny - contact telephone (07) 5499 9033. The keys may also be left in the drop off at the Box Office, if the Information Centre is closed

Failure to do so may result in the cost of replacement being charged to the hirer.

Room Specifications

Room specifications	Kitchen
Floor space 15 x 6 m	Floor space 4 x 3.8m
Verandah floor space 8.5 x 5.2 m	Electric oven
12 tables	Fridge
80 chairs	Microwave
Carpeted floor	Urn
Wall mounted whiteboard	80 cups and saucers
Air conditioned	
Vacuum cleaner	

The Verandah Room seats approximately 60 people. When tables are set up the number of people allowed in the verandah room will be a maximum of 50 persons.

Equipment & Technical Manuals

Commercial Equipment: Large Fridge/Freezer

Westinghouse Fridge Freezer
(Freestyle Frost Free)

This fridge is permanently on – please do not turn off.

Do not access other food in the fridge that does not belong to you.

Please ensure all of your food items are removed from the fridge when you leave.

CLEANING

Please ensure any spills etc. are cleaned up prior to your leaving.

Commercial Equipment: Electric Hot Water Urn

BIRKO
Bench Top Urn

INSTRUCTIONS FOR USE

1. Fill the unit with water until it reaches the recommended maximum amount, which is visible through the water level sight glass. Allow for water heating time before use.
2. Regular water level checks should be made to ensure the unit does not run dry.
3. Pull down on the tap lever to start hot water flow.

CLEANING INSTRUCTIONS

1. Always make sure the product is disconnected from the power source and has completely cooled down prior to cleaning.
2. Wipe the external surfaces down with warm soapy water using a damp sponge or cloth.
3. Do not immerse the unit in water or allow the ingress of water into the interior of the machine or any electrical components.

Commercial Equipment: Microwave Oven

MICROWAVE OVEN (LG Intellowave)
800 watts

Instructions for use

One-touch* cooking:

1. Make sure the microwave is plugged into a properly earthed electrical outlet and "ON" appears in the display window.
2. Open the door (The oven lamp will be turned on.).
3. Put the food into a suitable container, place it in the centre of the oven and then close the door securely (The oven lamp will go off.).
4. Select the desired power level by pressing the Power button. The selected power level will be displayed in the display window.
5. Set the desired heating time by turning the timer nob. The selected time is displayed in the display window.
6. Press START/Q start button. The oven lamp and cooling fan will be turned on. Heating will start.
7. The time on digital display will count down.
8. When all time is elapsed, the end of cycle Beep. Tone will sound 4 times and all heating will stop.
9. The process can be turned off by pressing the Stop button at any time
10. Open the door and take the food out.
11. Close the door. The oven lamp will go off.

Cleaning Instructions

1. Unplug the microwave from the electrical socket before cleaning
2. Clean the inside of the microwave. Wipe up all spills with a damp cloth. Do not use harsh detergents or abrasives. If food remnant or spilled liquids stick to the microwave walls or between door seal and door surface, they will absorb microwaves possibly resulting in arcing or sparks.
3. Clean the outside of the microwave with soap and water, then dry with a soft cloth.
   Caution: Make sure that water does not get into the back ventilation or control panel opening. When you clean the window of the door, be sure to use a soft cloth after washing with very mild soap and water. Do not use window cleaner as the front door can be scratched by harsh soap or cleaners.

Commercial Equipment: Vacuum

Vacuum Cleaner
Volta Vortex Bagless

The vacuum is located in cupboard in kitchen

Instructions for Use

1. Make sure the Vacuum is plugged into a properly earthed electrical outlet
2. Press the ON button located on the top of the machine.

Cleaning Instructions

1. Unplug vacuum from electrical socket.
2. Empty dust container:
    - Remove the dust container by pushing the open button on the handle
    - Remove the contents of the dust container by pushing the orange coloured opening button
    - Close the dust container lid until it clicks
    - Put the dust container back into the vacuum

Commercial Equipment: Air Conditioner

There are two reverse cycle air conditioners located in the ceiling of the room. They are operated by remote control.

Instructions for Use.

1.Remote control is located just inside the kitchen on the left hand side.

2.To operate stand under the ceiling where air conditioner located – identified by gridded panels in ceiling.

3.Push the orange button to turn air conditioner on.

4.To adjust temperature use – or + buttons,
the optimal temperature is 24^0 C

5. Adjust fan speed by pushing the button with fan symbol on it.

6. **Please do not use any other buttons.**

7. Please ensure air conditioners are turned off when you leave and remote is placed back in kitchen.

Commercial Equipment: Electric Stove

Electric Stove
Chef Premium fan forced

Instructions for Use

1. Turn on stove at power point located to right of the stove

Hot Plates

1. The red dot identifies which plate will be turned on
2. Turn nob clockwise to desired heat

Oven

1. Using oven nob set to desired temperature.
2. Set time using timing nob located on left of the oven.
3. Oven will not operate without timer being set

Grill

1. Rotate grill nob clockwise to desired temperature

Cleaning Instructions

1. Ensure stove is turned off and cool before cleaning
2. Clean the hotplates by wiping up all spills with a damp cloth. Do not use harsh detergents or abrasives.
3. Clean inside of oven with damp cloth, ensure shelves are clean of any spilt food.
4. Clean grill tray with hot soap water.

Health & Safety Matters

In adherence to Health and Safety Regulations, the hirer must ensure:

- that they have obtained their own public liability insurance and **have provided a photocopy** of the Certificate of Insurance with their booking form. MCC recommends a minimum limit of A$5,000,000. Hirers are financially responsible for any injury to persons and damage, theft or loss of property (either personal or MCC owned) resulting while using MCC facilities

  The MCC's public liability insurance policy covers its legal liability as property manager for bodily injury to third parties arising out of the MCC's negligence. The MCC's public liability policy **does not** extend to insure the negligence of groups or users who hire the premise on a casual or regular basis

- that they have relevant Permits required (e.g. Food Safety) where applicable

- that they have insured their own equipment and all electrical equipment has been tested and tagged by a licensed qualified electrician. MCC cannot assume responsibility for private property used on MCC premises. Private property can only be used at the owner's risk

- that **smoking** is **NOT** allowed on MCC premises

- that no areas outside the property boundary of the MCC Verandah Room are used, with exception to the provided decking area.

Please note: The MCC does not have a liquor licence for the Verandah Room. A hirer may obtain their own one-off license, but they first must get approval from the MCC Management Committee.

Emergency Procedures

Fire Safety and Equipment

Fire Hose
There is a fire hose located at the back of the Hall behind the door next to the Opening into the Kitchen

Fire Extinguishers
There are fire extinguishers located in the Verandah Room and throughout the Hall.

Each group that hires the centre facilities will appoint a person to act as Fire Warden who will be familiar with safety and emergency procedures.

The fire warden or organizer must ensure that easy access to all exits is maintained while using the facilities, with adequate aisle space and not obstructed by any equipment, furniture or people.

The fire warden, MC or organizer must point out fire exits to the gathering before the commencement of group activities in the centre facilities.

In the case of a fire the fire warden is to:

1. call 000 immediately and direct all to leave the building safely and calmly, including from the toilet and storage room areas

2. priority must be the evacuation of all persons – If firefighting equipment is safely accessible, attempts to contain the fire may be made, but at your own risk.

3. report to the MCC Secretary, Ann Koenig on 07 5429 6043 or 0407 138 182 within 48 hours. In an emergency contact the secretary immediately.

Other Incidents

In case of incidents such as major burns/scalds, injuries or accidents:

1. call 000 immediately for urgent assistance

2. or call the:
    a. After Hours Doctor Service on 13 74 25
    b. Maleny Hospital on 5420 5000
    c. Ambulance on 5441 1333

3. report to the MCC Secretary, Ann Koenig on 07 5429 6043 or 0407 138 182 within 48 hours

All safety incidents or accidents are to be reported to the Maleny Community Centre. Please complete a Incident Report Form and return to the office within 48 hours. A form is attached to this manual.

Maleny Community Centre Inc.

Incident Report Form

Details of Person Involved in the Incident
Full Name: **Address:** **Contact Number:** **Email:**
Date of Birth: **Male/Female**
Incident Details
Incident Reported to:
Date of Incident: **Time:**
Date Incident Reported: **Time Incident Reported:**
Witness (s) to Incident:
Location and area where Incident Occurred:
Description of Incident by Person involved:
Signature of Person Involved: **Date:**
Details of Injury:
Part of Body Affected e.g. arm, leg, back, eye
Nature of Injury e.g. laceration, strain, burn
Details of Treatment Administered: e.g. dressing, ice pack **Enter "None, Report Only" if the person is reporting an injury but no treatment is given**
What Happened Next: **(a) Resumed duties** **(b) Was taken to Doctor** **(c) Ambulance Called** **(d) Was taken to Hospital** **(e) Was taken Home** **(f) Other (Please state)**
Signature of Person to whom the Incident was reported: **Date:**

Departing the Venue Checklist

The hirer must ensure that:

- ☐ all areas are left cleaned
- ☐ chairs stacked and tables are in their original position
- ☐ all cups and saucers are clean and stored in cupboard.
- ☐ all props, decorations and hirer equipment have been removed
- ☐ all doors and windows are securely locked
- ☐ Urn, fans, air-conditioning, heaters & lights are switched off (emergency exit lights remain on)
- ☐ all food has been cleared from the kitchen sink & benches, microwave and fridge
- ☐ all rubbish has been removed from kitchen, toilets and main room
- ☐ the keys have been returned to MVIC or the MCC Office.

Conditions of Hire Agreement

Maleny Community Centre Venues & Equipment

This form is to be returned to the MCC Office with the deposit to confirm booking:

I ..... (Name in print) have read, understood and agree to comply with the Maleny Community Centre Conditions of Hire.

Name of Function ……

Date of Function: .....……

Signed: .....……..….....

Dated: .....……..….....

Please tick appropriate box

Method of Payment: ☐ Cash/cheque to MVIC

or ☐ Mail

or ☐ Direct Deposit

Payments can be made by:*

* Cheque to PO Box 596, Maleny 4552

* Cash or cheque left at the MVIC

* Direct Deposit to Maleny Community Centre

MCU BSB – 704-606

Account Number 200060897

Please use your surname as reference.

Thank you for your interest and booking with Maleny Community Centre Inc.

We wish you all the best in the preparations for your function or event.

Please return to admin@malenycc.org or to PO Box 596, Maleny QLD 4552.

Please note: The MCC does not have a liquor licence for the Verandah Room. A hirer may obtain their own one-off license, but they first must get approval from the MCC Management Committee.

Liquor Licence

This will be a licensed event, and I am seeking the MCC's permission to apply for a liquor licence from the Office of Liquor, Gaming and Racing.

Once approval has been granted, I will give a copy of it to the Secretary MCC.

Date of Function

Type of Function

Venue

Hirer's Name and Address

Hirer's Contact Phone Number

Hirer's Email Address

I have also read, understood and agree to abide by the Responsible Serving of

Alcohol requirements, which have been supplied to me, at this function at

Maleny Community Centre:

Name of Signatory

Signed .....…….....….....

Dated: .....…….....….....

We Value Your Feedback

Please take a moment to let us know if you have any recommendations or suggestions for further information that you would like to see included in this document.

We want this document to be a useful resource for you as a user so your feedback is valuable to us. Please return your completed feedback form:

- with the keys to MVIC, Shop 2, MCC, Maleny or left in the drop off opening at the Box Office, if the Information Centre is closed
- via post to MCC Secretary at PO Box 596. Maleny Q 4552
- via email to the MCC Secretary at admin@malenycc.org
-

Thank you for your time,

Maleny Community Centre Inc.

Feedback Form
Name:
Contact Number:
Email:
Facilities Hired:
What I liked: **What I didn't like:** **Changes I would suggest:**